

PW&A: Pothole Work Orders Not Completed within 48 Hours

Measurement method:

Divide the number of pothole work orders not completed within the desired time by those completed within 48 hours

Why measure?

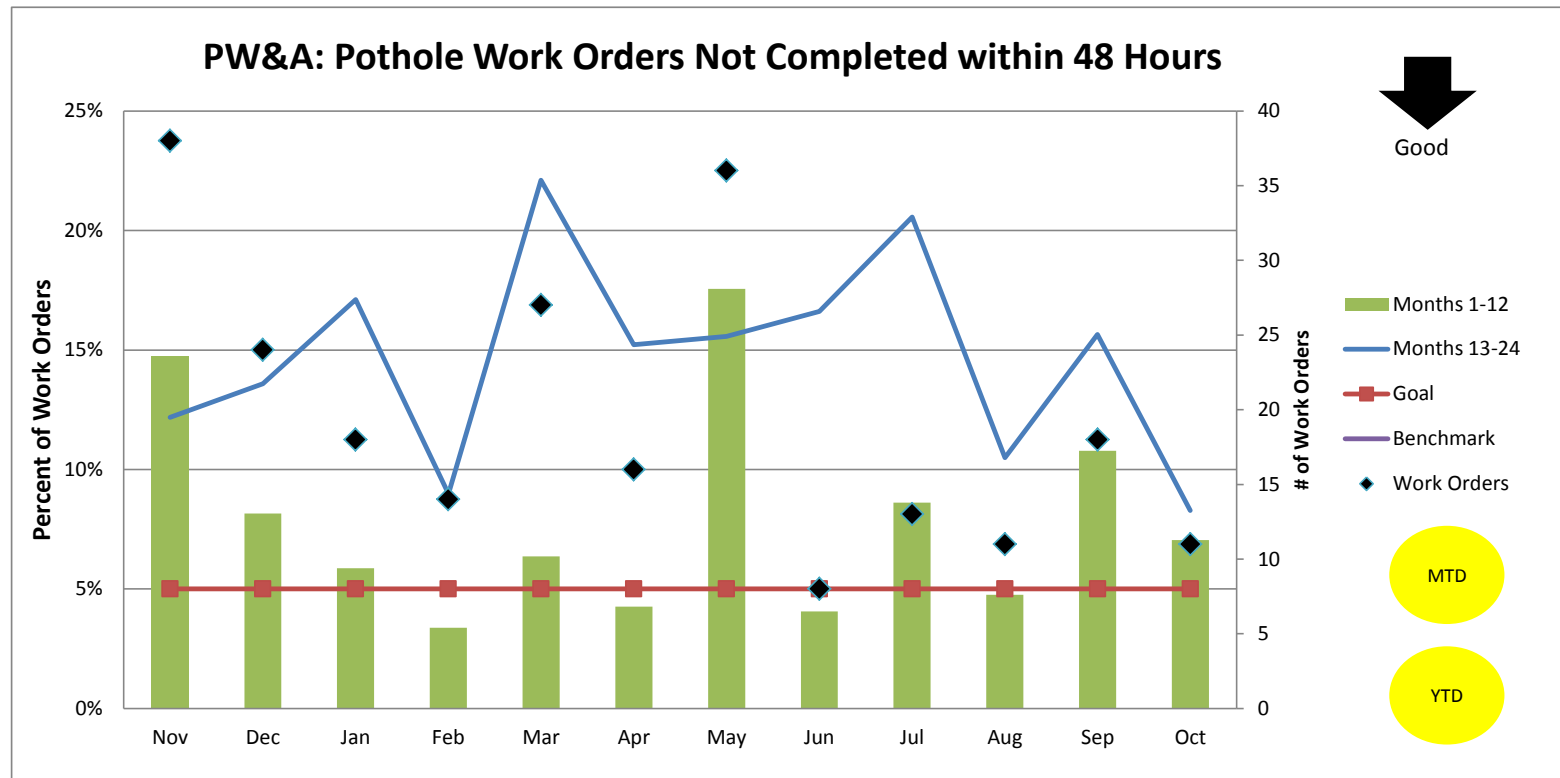
Measure a core process of the Roads and Operations division of Public Works & Assets

What is our goal?

Reduce the number of pothole requests not filled within 48 hours

How are we doing?

YTD Goal = 5%; YTD Total = 7%; YTD Average = 8%; MTD = 7%



	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Average	Median	Standard Deviation	Totals
Months 13-24	12%	14%	17%	9%	22%	15%	16%	17%	21%	11%	16%	8%	15%	15%	4%	16%
Months 1-12	15%	8%	6%	3%	6%	4%	18%	4%	9%	5%	11%	7%	8%	7%	4%	7%